



ACL Learner Handbook 2019 - 2020

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Improving lives through learning



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Welcome to ACL

We look forward to welcoming you at one of our centres and hope you enjoy your learning experience with us. We continuously review how we manage the ACL Service in Essex, so that we can offer you a better range of services in your local community. We have centres in most major towns in Essex. In addition we provide courses in around 170 other local venues including schools and village halls. We also deliver work based training and Apprenticeships.

This handbook has been designed to help you make the most of your time with us. It explains how we can support your learning and how you can help us improve our information and services FOR you.

You can access further information via the online Learner Induction on the ACL Virtual Learning Environment (see page 13 for details of how to access this).

Best wishes
Katherine Burns
ACL Principal

Our Purpose: Improving lives through learning

ACL Term dates 2019 – 2020

Autumn term 2019	Spring term 2020	Summer term 2020
Starts: Tuesday 2 September Half term: 28 October – 01 November Ends: Friday 20 December	Starts: Thursday 06 January Half term: 17 - 21 February Ends: Friday 3 April	Starts: Tuesday 20 Apr Half term: 25 - 29 May End date may be subject to change.

Please note :

- the end date will vary according to the length of the course you enrol on and some courses may run outside of these dates.
- In 2020 the May Bank Holiday will be Friday 8th May instead of Monday 4th May

ACL Charter

This charter seeks to support excellence in learning and teaching by setting out shared expectations of each other's conduct and behaviour, without distinguishing between staff and learners. Its aim is to improve mutual support, communications and strengthen relationships creating a safe and positive environment.

Respect	Engagement
<ul style="list-style-type: none"> • Create a culture of respect where discrimination is challenged, bullying and harassment is not accepted and everyone feels safe. • Encourage and accept diversity and promote equality so we can all thrive together. • Behave in a manner that contributes to a healthy and safe environment. • Ensure the learning environment is calm and orderly, this is essential for learning to take place. 	<ul style="list-style-type: none"> • Adopt a positive attitude and motivation for teaching and learning. • Keep a strong focus on attendance and punctuality, participating fully and supporting others in doing so. • Be aware of and abide by policies and procedures. • Engage and celebrate all expertise and achievements. • Develop and share with others your understanding of the fundamental British Values of democracy, individual liberty, the rule of law and mutual respect and tolerance.
Support	Communication
<ul style="list-style-type: none"> • Always wear your ID badge, so we know who is in our centres. • Share any information we need to keep you safe, complete a Learner Welfare form if appropriate. • Encourage awareness of and respond to complaints and comments • Make use of different ways of teaching and learning that suit individual's needs. • Make reasonable adjustments when needed to ensure everyone has an equal chance to succeed. 	<ul style="list-style-type: none"> • Report any incidents of abuse or suspected radicalisation. • Inform us if you are unable to attend. • Make good use of access to information that provides advice and guidance to help you in your next steps both in your career and life. • Share information with us to help us support you in your learning and keep us informed of any changes in your personal details. • Provide and make use of timely and good quality feedback on your progress.

ACL Contact Details

By telephone:	0345 603 7635
By email:	lifelong.learning@essex.gov.uk
Visit our website:	www.aclessex.com
By letter:	Adult Community Learning, Spinks Lane, Witham, Essex CM8 1EP
Online Feedback Form	http://bit.ly/ACLFeedback

How to give feedback to ACL

Compliments, Comments and Complaints

In the first instance please speak with your tutor and if you would like to make further contact please use the [Online Feedback Form](#) or use one of the contact details above.

- We treat all feedback seriously and according to our standard procedures
- We recognise and respond to compliments, ensuring that staff teams and individuals are recognised when excellent service is delivered.
- The customer can expect to be treated with courtesy, respect and fairness at all times. We expect that customers also treat ACL staff dealing with complaints with the same courtesy, respect and fairness
- All complaints will be acknowledged within **three working days** from the date of receipt.
- We will respond to a complaint within **10 working days** and within 20 working days for other comments or compliments.

Ofsted Learner View

Ofsted Inspectors operate a learner survey, called "Learner View" where you are invited to give your views about your learning experiences with ACL Essex. You need to enter an email address and a password to complete the questionnaire, and on registration, users have to verify their application via their e-mail account, as a security measure. Click on the link below to access the site:

www.learnerview.ofsted.gov.uk

Continuous Quality Improvement

By carefully monitoring our service quality, we ensure that we are giving you the best possible value for money. Each year we develop a service quality improvement plan which is reviewed regularly to monitor our performance; including an annual self-assessment report which involves feedback from learners and other service users. This feedback is collected through learner end of course evaluations, learner focus groups and National Surveys. All of which helps to inform us on how we can further develop our service and improve your learning experience with ACL.

New Course Ideas

Do you have an idea for a new course? If so, we'd really like to hear from you. You can speak to any of our frontline staff or you can write your ideas on our Ideas Wall at some of our centres. Please ask at Customer Services.

Learner ID Cards

ACL Essex strives to provide a safe and secure environment for all who visit its premises. A key aspect of discharging this responsibility is to have an effective way of controlling and monitoring who is on ACL premises with a card identification system.

- All staff are required to wear a blue, staff lanyard with an ECC ID photo card.
- All visitors are required to wear a red, visitor lanyard with a Visitor's ID badge which they are given when they sign in at Customer Services.

All learners are issued with an ID badge and green lanyard by Customer Services during their first session when enrolled on courses for more than one day. ID cards must be worn at all times by learners. Anyone who forgets their ID card will be asked to obtain a Visitors pass from Customer Services. If attending a course that is one day or less, they will be required to wear a visitors badge.

For full details and more information please see the ACL ID Card Policy available on the ACL VLE.

Access to facilities

We will make every effort to ensure our buildings are accessible to all and we will seek to influence and encourage owners of other buildings that we hire to do likewise. We make all reasonable adjustment to facilitate access for wheelchair users and those with restricted mobility or sensory impairment however if you have any concerns about accessing any of our buildings please contact us on 0345 603 7635

Fire Safety

In the event of the fire bells ringing, all persons within the building must leave immediately and congregate in the designated assembly area.

If you have difficulty with mobility that affects access a personal emergency evacuation plan (PEEP) will be discussed and offered to you by your tutor.

Fire alarms, extinguishers and fire signs are provided to ensure safety. It is the responsibility of all users to ensure that such equipment remains in good working order. The discovery of defective firefighting or warning equipment must be reported immediately to reception.

It is a legal requirement that designated fire doors are not wedged open and that their self-closing mechanisms are not tampered with in any way.

Bad Weather

In the event of extreme weather and the need to close the college please check the following:

www.facebook.com/aclessex

www.aclessex.com

Where possible we will also send details of our closed centres to BBC Radio Essex, which could be read out on air.

www.bbc.co.uk/bbc Essex

Snow during the day – In the event of very heavy snow & ice during the day, ACL may take the decision to close early. There are usually warnings on the news and radio if bad weather is expected.

Personal Property

Neither ACL Essex nor Essex County Council will accept responsibility for the loss or damage to personal property including cars parked on the premises.

Car Parking

We have car parking at each of our main centres other than Rayleigh. Please contact the appropriate reception for details. Sometimes our car parks become very busy and we ask that learners are patient and tolerant of others at these times. Individuals should not become abusive to staff or other learners.

Refreshments

At all our main centres snacks, hot and cold drinks are available. These may sometimes be limited to service from machines and as such there may at times be very limited availability

Access to Learning Support

We are committed to supporting all learners. If you have particular needs we hope to that you will tell us. We invite you to do this at enrolment or you can talk to us at any stage of your programme. We will agree a support plan with you to ensure that you have a successful learning experience with us.

We provide support for people with disabilities and /or learning difficulties, for example visual impairment and mental health difficulty.

It is important for us to know as much about your individual needs as is possible, this includes any support you may require while undertaking exams, in line with Awarding Organisation requirements, where possible.

Types of support we can offer you include:

- Note takers or tape recorded notes if you have any difficulty in taking notes
- British Sign Language Communication support
- Assistive hearing devices if you have a hearing impairment
- Reading or other support for certain examinations, where possible
- One-to-one tuition in certain circumstances or Additional teaching, either to reduce class size or to provide support in or out of class
- Study skills support if you have not undertaken formal learning for a while
- Specialist assistive or enabling software and resources.

If you would like to speak to a member of the Learning Support team in confidence please give your contact details to a member of the Customer Services team or call the appropriate telephone number below.

Area	Learning Support Coordinator	Telephone
Clacton, Harwich, Colchester	Joanna Rice	03330139205
Uttlesford, Harlow, Basildon, Brentwood, Castle Point, Rayleigh	Tracey Lang	03330138647
Witham, Braintree, Maldon, Chelmsford	Nicola Burwood	033301 34958

Safeguarding and Prevent

ACL takes its responsibility to safeguard all learners and staff seriously. It is recognised that any adults/young people could potentially be the victim of abuse including radicalisation and the service operates the following policies to address these risks.

- Adult Safeguarding Policy
- Children and Young People safeguarding Policy
- Harassment and Bullying policy
- Fitness to Learn Policy
- Computer Use policy including On-Line Safety

Safeguarding is the responsibility of us all. It is about protecting those who may be vulnerable from a wide range of harm, and ensuring that they feel safe. Abuse can be physical, emotional, sexual, neglect, bullying, including cyber bullying, as well as a range of wider issues including radicalisation. Your Tutor will show you a short video on Prevent, which is the Government's strategy to wipe out radicalisation.

Safeguarding is only effective when we all take responsibility for looking out for each other.

If you have concerns, or someone has disclosed abuse to you, speak to your tutor, a member of staff or contact the ACL Designated Officer Jill Newton on 07788 301629 or email jill.newton2@essex.gov.uk.

British Values

Part of the Government's Prevent agenda is British Values.

ACL promotes the fundamental British Values which are: democracy, rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs, through encouraging the development of skills and attributes that enable us to contribute positively to life in modern Britain.

A short video showing where you can find these values within ACL will be shown to you by your tutor at the start of your course

Equality and Diversity Statement

We are committed to fairness and equality of access, opportunity and outcome for all learners and potential learners. We oppose discrimination in any form and have a commitment to making our courses inclusive and available to all.

Therefore we positively welcome enrolments from everyone, regardless of age, culture, disability, ethnicity, gender, race, religion/belief and sexual orientation.

We have a Single Equality Scheme applying the ethos of statutory Equality Duties for Disability, Gender, Race, Age, Religion/Belief and Sexual Orientation. We continually update existing policies, procedures and practices in response to this

When appropriate and possible we will make reasonable adjustments to ensure all learners gain the most from their learning experience.

Alternative Information Formats

We have particular regard for the needs of customers who may require information in formats other than those immediately available. This may include large print, audiocassette or Braille. We can put information on to disk to be read with assistive software if required. Please ask your tutor or at reception if you require this service.

Making Choices about future learning or career development.

ACL Essex is Matrix Accredited.

The matrix Standard is the national quality standard for any organisation that delivers information, advice and guidance on learning and work. It is a unique quality standard for organisations to assess and measure their advice and support services, which ultimately supports individuals in their choice of career and learning.

Information Advice and Guidance (Appendix A)

ACL Essex is committed to providing a clear, impartial information and advice service to adults. The IAG service is confidential and client focussed in accordance with the Matrix Framework. At all of our adult learning centres you may speak with a member of staff who can help you to access the following:

- Detailed information on our own ACL courses
- Details of other organisations or suitable services that may be able to assist you to achieve your learning or career goals and support to access these, including the National Careers Service.

The National Careers Service

Wondering which course to do?

Considering your future development, learning and career options?

the National Careers Service (NCS) to support access to personalised skills and careers information that helps individuals to make effective choices about their future pathways. This service is **free** and friendly, tailoring impartial information, skills and careers advice to meet individual needs. For more information about the NCS visit www.nationalcareersservice.direct.gov.uk.



Professionally qualified advisors from the NCS provide confidential one-to-one appointments helping learners to:

- Find learning and training that is right for them
- Improve reading, writing and maths skills
- Find out about funding to support learning
- Develop a CV, improve job-seeking, and interview skills
- Understand the local job market
- Progress in their current job

Health and Safety

ACL operates within the Essex County Council Health and Safety Policy, the ACL Learner Charter, and Essex County Council Corporate Health and Safety guidelines. Copies of the ACL Code of Practice are available at each centre as well as online via the ACL virtual learning environment. The Service will ensure that there is an awareness of safety issues among all staff and, so far as it is reasonably practicable, that the health and safety of non-employees who may be affected by its work activities are not endangered. Our learners have a role in this and we would ask you to please be alert to potential risks and report anything you think could be a danger straight away to the reception staff or your tutor.

As part of your learning experience we will include guidance as to

- the importance of health and safety
- how hazards are identified and risks assessed
- how to play an active part in developing a set of safe behaviours,
- how to acquire practical, transferable skills from your learning experience

Health and Safety will be covered as part of your induction to the course and by the end of your first class you should be clear about:

- emergency arrangements
- any significant risks that may affect you
- control measures for the risks
- supervision arrangements and the contact person for any health and safety concerns
- any restrictions or prohibitions that apply in the learning situation and premises
- any personal protective equipment or clothing that you must wear
- accident reporting
- any health and safety rules (“dos” and “don’ts”).

General Data Protection Regulation (GDPR)

Data Protection

Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes.

Your information may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it and the sharing is in compliance with data protection legislation.

The English European Social Fund (ESF) Managing Authority (or agents acting on its behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

Further information about use of and access to your personal data, details of organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

Plagiarism

If you are studying an accredited programme, there may be varied forms of assessment. Usually assessment will involve the production of written work (coursework). Your tutor will provide guidance about the format, style and content of the written assessment, including advice on how to use written sources (i.e. information from books, periodicals, articles, the internet etc.). It is very important not to copy sections of any written source that you use and pass it off as your own work. This is called “plagiarism”.

Plagiarism involves taking someone else’s words, thoughts or ideas and trying to pass them off as your own. It is a form of cheating which is taken very seriously.

Don’t think you won’t be caught; there are many ways to detect plagiarism.

- Markers can spot changes in the style of writing and use of language.
- Markers are highly experienced subject specialists who are very familiar with work on the topic concerned – they may have read the source you are using, (or even marked the essay you have copied from).
- Internet search engines and specialised computer software can be used to match phrases or pieces of text with original sources and to detect changes in the grammar and style of writing or punctuation.

If your work is submitted and it is discovered that you have broken the regulations, one of the following penalties will be applied:

- The piece of work will be awarded zero marks
- You will be disqualified from that unit for the examination series in question
- You will be disqualified from the whole subject for that examination series
- You will be disqualified from all subjects and barred from entering again for a period of time.
- If you have copied from another learner they may also have the above penalties applied.

Your awarding body will decide which penalty is appropriate.

REMEMBER IT’S YOUR QUALIFICATION SO IT NEEDS TO BE YOUR OWN WORK

Online Resources for Learners

Virtual Learning Environment (VLE)

ACL Essex has its own Virtual Learning Environment where learners can access information and resources related to their subject at any time–

<https://moodle.essexacl.ac.uk>

All learners are given a VLE account when they enrol with ACL Essex. Your account details are:

Username: your firstname.surname (e.g. mary.smith)

Password: Learn100

The first time you access the VLE on you will be prompted to change the password to something more personal. If you forget your username and/or password, use the 'forgot my username and/or password' link on the log in screen. The information will then be sent to you using the email address that you provided to us when you enrolled.

If your tutor has set up a course on the VLE to support your classroom course, they will give you the enrolment key you need to access it. To find your course, click on the 'ACL Courses' image or choose your subject area from the courses drop down menu at the top of the screen.

There are lots of other resources which you might find useful to support your learning with ACL. Click on the **Useful Stuff** tab at the top of the screen to find out more.

If you need further help with the VLE please contact jo.loss@essex.gov.uk

ACL Learner Induction

This online course is available on the VLE and provides additional information about learning with ACL Essex. The enrolment key you need to access this area is: **ACLIND**

Keeping Safe Online

You will find lots of information on the VLE about keeping safe online -

<http://moodle.essexacl.ac.uk/mod/page/view.php?id=25304>

Some golden rules

- Don't give out personal information such as your address or phone number
- Don't send pictures of yourself to anyone especially indecent pictures
- Don't open emails or attachments from people you don't know
- Never arrange to meet somebody in person that you have met online
- If anything you read or see online worries you , tell someone about it

Our Website

There is 24 hour access to our website www.aclessex.com where you can find local contact details for your area. The website as well as our Facebook

page: www.facebook.com/ACLEssex and Twitter account

<https://twitter.com/ACLEssex> can also provide up to date information about new courses which are added throughout the year.



WiFi

We encourage you to bring your own device (smartphone, tablet, lap top) to your class to support your learning. You can access our free WiFi by asking Customer Services or your tutor for the password.

Need support with digital technologies?

To help you develop your skills and confidence using digital technology we have computers in the public areas at most of our centres. We also offer specially designed courses aiming to support you through the initial stages of using digital technologies. Please ask at reception for further details.

Frequently asked questions

Can I get any help with course fees and other costs?

The Government identifies priority programmes which may be free to eligible learners.

The ACL website: <http://www.aclessex.com> provides you with more information about the programmes that are free to eligible learners.

ACL Essex is committed to supporting learners wherever possible, and for the academic year 2018-2019, we are providing a small Learner Support Fund to help those on low incomes with the costs of course fees, childcare, materials or resources needed to complete examination or accredited courses.

A Bursary Fund is available for those attending non-accredited courses. This fund is limited and only available to those who are not already entitled to a fee remission. You will be asked to provide some evidence so that your application for support can be assessed.

You can book and pay for some courses via the internet at www.aclessex.com and this will require full payment at the time of booking. Alternatively, fees can be paid by telephoning **0345 603 7635**, or by post, or in person at one of our centres. You can pay your fees in full by cheque, credit/debit card or cash.

If you are eligible for free tuition fees as a result of meeting the necessary criteria, your booking will be made on receipt of the relevant proof of entitlement documents.

Direct Debit payments are available to help manage the cost of learning and, in exceptional circumstances; individual payment plans can be arranged. Please note that no further course bookings can be taken until all outstanding payments have been made.

If you think you may be eligible for further help with fees or you have any other questions regarding our fee policy, please contact us on 0345 603 7635.

ACL Essex - Refund/Cancellation Policy

It is not the policy of Essex County Council to refund fees automatically when a change in circumstances prevents or discourages a learner from continuing with a particular class.

Refunds are only made on the following basis:

- If ACL Essex cancels a course before it is due to start – Full Refund
- If ACL Essex cancels a course after it has started – Full Refund
- If ACL Essex defers or changes a course and the learner is no longer able to attend – Full Refund

Student withdrawal

What if I cancel my enrolment within at least 10 working days before the course begins?

Refund of fees allowed, however an administration fee of £25 applies which will not be refunded.

What if I need to cancel my enrolment after the 10 day period has elapsed?

Refund requests for courses received less than 10 working days before commencement will only be considered in exceptional circumstances.

In exceptional circumstances, at our discretion, once courses have started refunds or a credit note may be considered. All requests for refunds should be made within two weeks of your last attendance. Please note that course fees includes an administration charge of £25 which will not be refunded.

What if I find the course I have chosen is unsuitable when I turn up to the first session?

An alternative will be offered, if available, or you can have a full refund of tuition fees (less an administration fee of £25.00) provided we are notified in writing within one week of the course starting. Transfers are limited to one per enrolment within the first week of the course. Any additional transfers will be subject to a £10.00 administrative charge per transfer.

What if I opted to pay by direct debit, 19+ learning loan or instalments?

Learners deciding not to return to the course and who have paid by direct debits, 19+ loan or instalment payment arrangements, are still liable for payment of the full course fees. Fees that remain outstanding will be invoiced to students by ECC finance.

Why is my learning being assessed for a course I'm taking for pleasure?

1. Learners have told us and research shows that getting written feedback on how you are progressing can be extremely helpful.
2. We want your course to meet your individual needs. An Individual Learning Plan (ILP) is a valuable working document to help you plan your learning with your tutor.
3. It provides evidence for the funding bodies of the many benefits you gain from your learning, including self-esteem and improved health.
4. It also provides you with a summary of the learning outcomes you have completed. This gives you a useful record of your achievements if you are aiming to progress to a further course, employment or voluntary work.

Do you offer any childcare?

Childcare is available in some centres, please contact your local centre for information.

What happens to the personal information I give you?

These are the forms we ask you to complete and the purpose of each one:

Enrolment form/Learning Agreement.	To get your details on our computer system so that we can contact you. This form also triggers the funding for courses. By law we have to get your signature for all the required information.
Individual Learning Plan.	To help you plan your learning and recognise our progress and achievement.
Learner Satisfaction Surveys.	To see if you are happy, and how we can improve our Service. We are also required to do this by the inspection service and our funders.
Learner Support Fund/bursary fund application.	If you are applying for financial help or additional learning support: We are required to do this for funding and SFA audit purposes.
Learning Support Plan.	This identifies the support we have agreed with you and is required for funding and SFA audit purposes.
Learner Welfare form and Safeguarding Risk Assessment	At the start of your programme with us we offer all learners the opportunity to complete a Learner Welfare form; your tutor will provide this. If you feel it is not necessary for us to have any information about you, then all you need to do is to tick the box on the front stating this and sign the form. If however you do feel that you are vulnerable and would like us to know more about you in order to support you, then your tutor will help you to complete the rest of the form. This will then be stored confidentially and the information only used if needed.

ACL Venues

<p>ACL Basildon Lifelong Learning Centre Churchill Avenue Broadmayne Basildon SS14 3SG Parking: Adjacent to centre but parking cannot be guaranteed.</p>	<p>ACL Clacton St Osyth Road Clacton-on-Sea CO15 3BN Parking: Public parking is available adjacent to the centre</p>
<p>ACL Maldon White Horse Lane Maldon CM9 5FW Parking: Parking is in the adjacent pay and display car park. Disabled parking can be booked with reception.</p>	<p>ACL Witham Spinks Lane Witham CM8 1EP Parking: Limited parking is available at this centre but cannot be guaranteed.</p>
<p>ACL Brentwood Bishops Hill Rayleigh Road Hutton Brentwood CM13 1BD Parking: Adjacent to centre but parking cannot be guaranteed.</p>	<p>ACL Colchester Wilson Marriage Barrack Street Colchester CO1 2LR Parking: Limited on-site parking but a car parking space can't be guaranteed. We suggest learners consider car sharing, use public transport or if possible walk to the centre. Learners travelling by car are advised to arrive 15 minutes prior to the start of their course.</p>
<p>ACL Rayleigh 132/4 High Street Rayleigh SS6 7BX Parking: There is no parking at this venue. A car park is available in the town centre.</p>	<p>ACL Chelmsford Beeches Close Chelmsford CM1 2SB Parking: Limited car parking is available on site but a parking space can't be guaranteed.</p>
<p>ACL Harlow Partridge Road Harlow CM18 6TE Parking: Adjacent to centre but parking can't be guaranteed.</p>	<p>ACL Saffron Walden 37 Faircroft Road Saffron Walden CB10 1ND Parking: Parking is limited, car park in town centre.</p>

Appendix A

Definitions of Information, Advice and Guidance

Information

Giving “*information*” means providing an individual with a simple piece of up-to-date information about learning and work opportunities, without going into any significant detail. Although this help is person-centred, it is impartial in that a range of options are provided without discussing which one is the most appropriate. The information might be:

- Printed – such as leaflets, brochures and prospectuses
- Audio visual – such as videos
- Media – such as radio and newspapers
- Computer – such as website addresses, podcasts and CD roms
- Verbal – such as one-to-one discussion, help-lines

Advice

Giving “*advice*” complements the information provided, by expanding on the knowledge previously delivered. It is still person-centred but more focused and tailored to the individual’s needs, involving some form of explanation, which may be confidential – an extra piece of knowledge. The advice might be:

- How to access a website
- Prioritising one leaflet over another
- Signposting the client in a definite direction
- Outlining directions on a map

Guidance

Giving “*guidance*”, is an enhanced service, and builds on the information and advice stages by being complementary as well as progressive. It usually involves a confidential interview to establish an individual’s needs, and the range of options available. In many circumstances ACL staff will signpost individuals to the National Careers Service for this guidance where trained advisors can support on a one to one basis. The guidance might be:

- How to improve skills for work
- Planning career progression – using computer software programmes to focus on particular careers
- Devising a CV
- Job search/Interview techniques